



Internal/External Job Posting

Position Title	Settlement Counsellor
Organization Structure	Reports to the Project Coordinator-Migrant Worker Support Program
Job Status	Full Time, morning, evening and night shifts
Positions	5 full time (40 hours p/w)
Location	Toronto Pearson Airport
Wage	\$23.06/hour for 40hrs per week

This is a Bargaining Unit Position

Scope

The settlement counsellor is responsible for delivering direct services, including information and referral to migrant workers from various ethnic groups upon their arrival at Pearson International Airport. The counsellor is responsible for record-keeping, data entry and report preparation. Additional responsibilities include compiling information on community and government resources available for migrant workers and keeping it up to date; work cooperatively with others, demonstrate flexibility in organizing work, show a high degree of initiative, discernment, and resourcefulness, must have excellent communication skills and demonstrate thoughtfulness in decision-making.

Duties and Responsibilities

- Provide a full range of orientation services to migrant workers and their families
- Prepare and provide education materials on essential topics including as emergency services, human rights, legal matters, housing, SIN, OHIP, healthcare, education for children and adults, transportation system, employment, worker's rights, immigration-related topics, domestic violence, LGBTQ+ community, child protection
- Provide comprehensive information and orientation on all related topics in-person and online
- Work in collaboration with other teams, government and community agencies
- Connect migrant workers with the internal and external programs and services
- Conduct regular follow up identifying if set goals have been met
- Facilitate information group sessions on settlement topics in-person and online
- Maintain working relations with agency programs and partner agencies
- Effectively track services in databases, provide accurate reporting for supervisor
- Actively participate in the professional development initiatives



- Must meet targets set by Programs Coordinator
- Acknowledge client needs with respect and empathy
- Must be willing and able to work on flexible schedules on an as-needed basis, evenings and weekend work is required
- Perform any other related duties as required

Competencies

Adaptability

Changes behavioural style or method of approach when necessary to achieve a goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives. Adapts approach and methods to achieve results; recovers quickly from setbacks and finds alternatives.

Communications

*Using a variety of communication styles and strategies to foster open communication, the exchange of information and discussion on an ongoing basis
Teamwork: Promotes cooperation and mutual support to achieve goals. Encourages participation and mutual support.*

Accountability/Dependability: *Accepts responsibility for the quality of own work; acknowledges and corrects mistakes. Shows up on time, meets standards, deadlines and work schedules.*

Judgement: *Makes timely, informed decisions. Analyzes options and determines appropriate course of action.*

Commitment to Diversity: *Recognizes the value of diversity and helps create an environment that supports and embraces diversity*

Initiative

Does more than is required or expected in the job; does things that no one has requested that will improve or enhance services, avoid problems, or develop entrepreneurial opportunities. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Service

Demonstrates strong commitment to meeting the needs of co-workers, managers, clients, or community members, striving to ensure their full satisfaction

Qualifications

- A degree or diploma in Community and Social Work, Counselling or Education or a combination of experience and education that fulfills the requirements
- Three years' experience working with immigrant communities
- Ability to speak other language including French, Spanish, Mandarin, Hindi, Tagalog and Ukrainian
- Language proficiency certificate identifying the fluency of English and target language skills (for ATIO members present the certificate of membership)



- Knowledge of human services sector and services offered to migrant workers in Ontario
- Familiarity with issues facing migrant workers
- Excellent interpersonal, cross-cultural, and communication skills
- Demonstrate ability to work effectively within a team and independently with minimal supervision
- Demonstrated reliability, punctuality and attendance

Other requirements

- A satisfactory Vulnerable Sector Police Check (completed when offer is made)

To apply, click on link below, on or before Friday November 11, 2022:

https://curos.ca/curos/PICS2209/V/TRBJO_PUBLIC?requisition_number=33&view=detail&lang=en

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We thank everyone for their interest in Polycultural; however, only those selected for an interview will be contacted.

Polycultural Immigrant & Community Services hires based on merit and is committed to employment equity.

No Phone calls please.